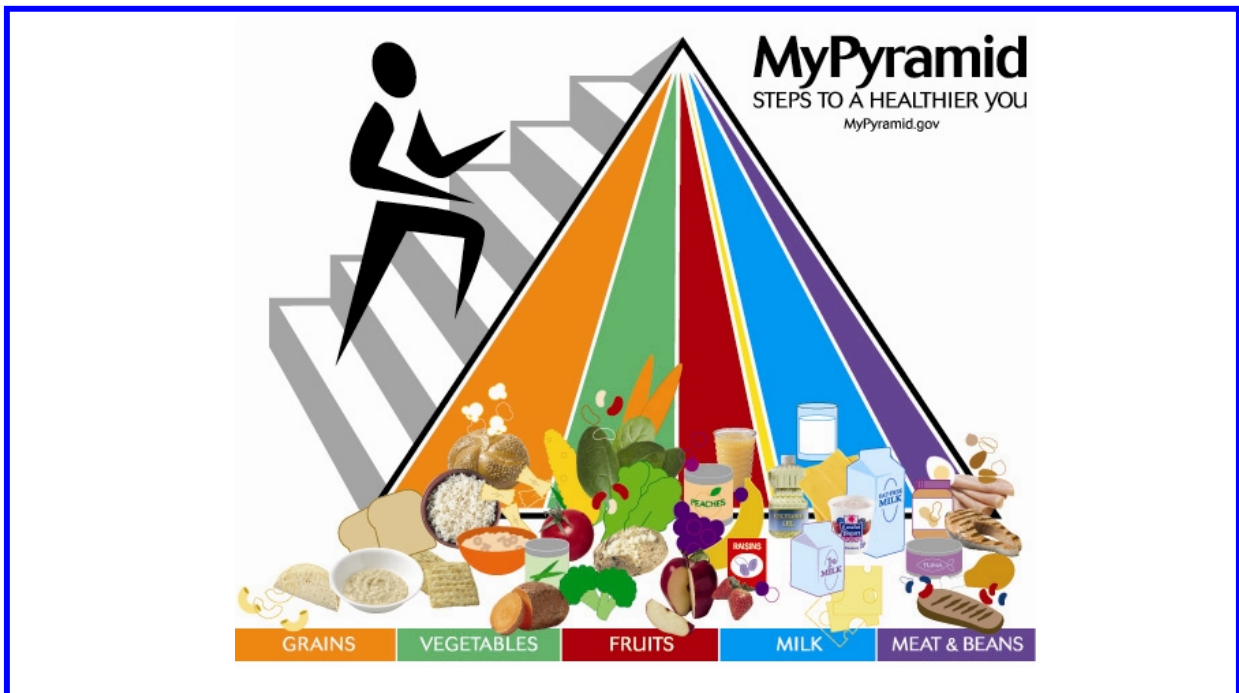


WIC VENDOR MANUAL



South Carolina

Department of Health and Environmental Control

WIC PROGRAM

A Supplemental Program for Women, Infants and Children

ABOUT THE PROGRAM

WIC is a targeted Special Supplemental Food Program established by Congress in 1972 to assist states (DHEC) in safeguarding the health and nutritional well-being of our low-income women, infants, and children during critical growth periods.

Application for WIC is made at the local health department. Applicants must show that they live within the area in which they apply for service. A household's income must fall below a level set by the WIC State Agency. WIC participants must also be certified as a "nutritional risk" by a health professional.

Eligible applicants are certified for the program for a set length of time. Each person on the program is re-evaluated to see if they should remain on the program or their health status has improved and they no longer need the WIC foods.

The WIC Program has been found to be very effective. Specific findings on the impact of WIC participation are: an increase in early (first trimesters) prenatal care; increased length of gestation; decrease rates of pre-term delivery; significant increases in birth weight; reduced late fetal deaths and increased infant head circumferences. WIC participation was also associated with improved dietary intakes of protein, calories and other nutrients, which often are inadequate in the diets of low-income pregnant women and children.

HOW DO THE VENDORS FIT INTO THE PROGRAM?

WIC, as mentioned earlier, provides food to program participants. Following a health assessment, the program provides specific nutritious foods, (milk, cheese, cereal, fruit juices, eggs, beans, tuna, carrots, peanut butter and infant formula) in quantities tailored to meet the needs of the participant. Participants obtain the foods by use of WIC Checks in their local grocery stores.

By being a WIC vendor and providing this service, you will be playing an important role in helping to improve the health of infants and reducing the high infant death rate we suffer in this state.

Although vendor activities are not "health care services", they are important. If voucher redemptions transpire according to procedures, participants are best able to realize the full intended benefit of the program.

THE WIC STAMP

Below is an example of a WIC Vendor Stamp that we have made specifically for your store and have given to you to use with purchases. This stamp does more than simply identify your store; it shows us that you are authorized to accept WIC food checks. If at anytime your store ceases to be authorized, the state agency would ask for your stamp back. Frequently, vendors delay their payments by either forgetting to stamp the food check at all or using the wrong stamp.

Therefore, it is very important that you use only the WIC APPROVED VENDOR STAMP, and stamp each and every food check. If you need a new stamp made, please notify the WIC office.

EXHIBIT I – WIC VENDOR STAMP



THE WIC I.D. CARD

Below is an example of the WIC I.D. Card. The card lists the individuals eligible to receive WIC foods and the designated individuals who are allowed to do the shopping.

It is mandatory that you ask to see this card before accepting any WIC Food Checks. The signatures of the individuals authorized to redeem the food instruments will appear on the card. After you complete the date and purchase amount, the customer should sign the food check. Then, compare the signature of the person signing the food check to the signature on the I.D. Card. If this signature does not match, the person should not be allowed to receive the foods.

EXHIBIT II - WIC SIGNATURE I.D. CARD



**South Carolina
WIC Program
ID and VOC Card**

*Remember to bring this ID card/voucher holder
with you when picking up your vouchers.*

These person(s) are certified to receive WIC foods.

Name: Milagross, Mercedes ID# 00123456

Conchita Milagross
Participant or parent (signature)

In their absence:

Eddie Merchant
(signature)

are authorized alternates.

(signature)

THE WIC CHECKS

The South Carolina State WIC Program issues a negotiable food check. There are two types of checks, the computer food check (Exhibit III) and the manual food check (Exhibit IV). The WIC check will be accepted by the vendor using the transaction steps described on page 4. The vendor then deposits the WIC check into his or her local retail bank. Do not accept a WIC check that has been altered. WIC checks accepted outside the valid period (Not Valid Before or Void After) cannot be approved for payment.

EXHIBIT III (Blue Computer Food Checks)

0000356		COUNTY: 140 CLINC: 01 PATIENT NUMBER: 12345811 PATIENT NAME: RIENZIE, THERESEA	0000356	
NOT VALID BEFORE: 02/10/00	DATE REDEEMED: / /	QTY: 31 UNIT: 13 OUNCES	DESCRIPTION: CANS CONCENTRATED **SIMILAC W/IRON**	NOT VALID BEFORE: 02/10/00
VOID AFTER: 03/12/00	PURCHASE AMOUNT: DOLLARS CENTS	VOID		DATE REDEEMED: / /
MUST BE DEPOSITED WITHIN 60 DAYS OF NOT VALID BEFORE DATE				VOID AFTER: 03/12/00
DHEC 1864 REV. 98		NOT VALID WITHOUT OFFICIAL WIC VENDOR STAMP HERE		PURCHASE AMOUNT: DOLLARS CENTS
		SIGNATURE OF RECIPIENT		MUST BE DEPOSITED WITHIN 60 DAYS OF NOT VALID BEFORE DATE
				VALUWADUNNY WIC PROGRAM STAMP HERE

00003564# 0061119684# 2502193#

000001277		COUNTY: 140 CLINC: 11 PATIENT NUMBER: 1402285866 PATIENT NAME: DAY, SUSAN	000001277	
NOT VALID BEFORE: 10/05/2001	DATE REDEEMED: / /	QTY: 01 UNIT: GAL WHLE,REDUCD FAT,LGT,FATFREE MILK	DESCRIPTION: DOZEN EGGS LARGE OR MED (white)	NOT VALID BEFORE: 10/05/2001
VOID AFTER: 11/03/2001	PURCHASE AMOUNT: DOLLARS CENTS	05 11.5 - 12 OZ OR 46 OZ JUICE	36 OUNCES WIC APPROVED CEREAL	DATE REDEEMED: / /
MUST BE DEPOSITED WITHIN		01 18 OZ. JAR PEANUT BUTTER	01 POUND WIC APPROVED CHEESE	VOID AFTER: 11/03/2001
DHEC 1864 REV. 98		NOT VALID WITHOUT OFFICIAL WIC VENDOR STAMP HERE		PURCHASE AMOUNT: DOLLARS CENTS
		SIGNATURE OF RECIPIENT		MUST BE DEPOSITED WITHIN 60 DAYS OF NOT VALID BEFORE DATE
				140-11 WIC

000012771# 0061119684# 2502193#

EXHIBIT IV (Green Manual Food Check)

9301351		COUNTY: 140 CLINC: 00 PATIENT NUMBER: 0012345-6 PATIENT NAME: NILAGROSS, MERCEDES	9301351	
NOT VALID BEFORE: 10/30/00	DATE REDEEMED: / /	QTY: 31 UNIT: 13 oz.	DESCRIPTION: CAN CONCENTRATED - SIMILAC WITH IRON - INFANT FORMULA - END PACKAGE	NOT VALID BEFORE: 10/30/00
VOID AFTER: 11/19/00	PURCHASE AMOUNT: DOLLARS CENTS	VOID		DATE REDEEMED: / /
MUST BE DEPOSITED WITHIN 60 DAYS OF NOT VALID BEFORE DATE				VOID AFTER: 11/19/00
DHEC 1865 REV. 97		NOT VALID WITHOUT OFFICIAL WIC VENDOR STAMP HERE		PURCHASE AMOUNT: DOLLARS CENTS
		SIGNATURE OF RECIPIENT		MUST BE DEPOSITED WITHIN 60 DAYS OF NOT VALID BEFORE DATE
				EAST MIDLANDS WIC PROGRAM STAMP HERE

93013515# 0061119684# 2502193#

ACCEPTING THE WIC FOOD CHECK

The following steps must be followed when you redeem all WIC food checks.

1. Ask to see the **WIC I.D. Card** (hold until the end of transaction, compare signatures.)
2. Make sure that the date of purchase (Date Redeemed) is on or after the **Not Valid Before** date and on or before the **Void After** date. Also, make sure that the WIC Program stamp is present.
3. Make sure that:
 - a. The foods being purchased **are the foods authorized** on the food check.
 - b. The **quantity is correct** as indicated on the food check.
 - c. The foods are in **correct container size** (e.g., milk must be given in gallon and half gallon containers as indicated on the food check. Total number of ounces of cereal should not exceed the number of ounces ordered).
 - d. A participant may receive less food than prescribed, if they wish (e.g., fewer ounces of cereal or completely leaving off an item).
4. Ring the foods on the register as you would any other purchase. **Do not charge sales tax.** If your cash register automatically adds sales tax, you must deduct it.
5. **Write the purchase amount and the purchase date** on the stub of the food check, making sure this correct, and then enter the same on the food check itself.
6. **Obtain the signature** of the person presenting the food check and check it against the signature on the WIC I.D. Card.
7. Attach the register receipt to the food check stub.

IMPORTANT POINTS TO REMEMBER:

1. The person redeeming the food check must get only what is listed on the food check. For example, if the food check calls for milk-based infant formula, the person cannot get soy-based formula. If they insist on any changes or substitutions, please tell them to go back to the Health Department and discuss their problem with a health professional.
2. You must fill the food check completely, unless the person does not want all the items. If you are temporarily out of an item, you must tell the person to go to another store or to bring the food check back later. **DO NOT ISSUE RAIN CHECKS** (i.e., slips saying that you owe the person additional food).

3. If you give trading stamps or other promotional specials (i.e., buy one, get one free), these must be given to WIC participants also. Cents-off store coupons and/or store discount cards must be accepted to reduce the cost of the item. **Remember, show WIC participants the same courtesies as other customers.**
4. Completely fill out the food check before the signature is obtained. You cannot leave the purchase amount or date redeemed on the food check blank and fill it in later from the stub or register receipt.
5. For your records, staple the cash register receipt to the food check stubs and keep on file at least until payment is made. (DO NOT STAPLE ANYTHING TO THE FOOD CHECK) Following payment, you may wish to retain the stubs in accordance with standard accounting procedures.
6. Do not knowingly give exchanges or refunds for foods purchased with WIC food checks, (except for food items that are defective, spoiled or exceed their sell/use date and only for the exact same brand & size of food item). Ask for register receipt to ensure that a refund is not made on WIC foods.
7. Do not accept a food check that has been written over or changed in any way.
8. You cannot treat WIC customers any different from your other customers. Do not require a special lane or area of the store for WIC purchases.
9. You cannot require a WIC customer to sign a “charge slip” when redeeming food checks.
10. Vendors authorized for the South Carolina WIC Program (prior to May 1, 2005) that receive 50% or more of their food revenue from WIC redemptions are NOT allowed to provide WIC participants with incentive items.

PREPARING THE WIC FOOD CHECKS FOR DEPOSIT

If you follow the simple steps below, you will avoid having food checks rejected.

1. Review each food check to make sure that all the sections are completed. Have you entered the date redeemed and purchase amount? Did you have the WIC participant sign the food check? Have you stamped the food check with your WIC vendor stamp?
2. Tear off the stubs (with receipts) and retain until payment has been received.
3. Deposit WIC Checks into your local retail bank in accordance with your banking procedures.

IMPORTANT POINTS TO REMEMBER

1. Your WIC Check must be deposited within sixty (60) days of the “Not Valid Before” date. We suggest that you deposit your WIC Checks on a daily basis. Approval for late submission is granted only for reasons beyond the vendor’s control (illness, death, etc.)

2. Keep the food check stubs and the register receipt on file in your store at least until payment is made for all food checks deposited. Retention of stubs and register receipts after payment in accordance with standard accounting practices, is encouraged. This information may prove to be useful in the event of payment discrepancies which could result in reclaims or program disqualification.
3. Do not staple anything to the WIC food checks.
4. Deposit your WIC Checks into your local retail bank for payment.

CORRECTING ERRORS

The following is a list of problems you might encounter concerning errors made on food checks. By following the below listed directions, you can remedy these situations fairly easily:

1. From time to time, you or one of your cashiers will make a mistake entering the price on a food check.
 1. Draw a single line through the purchase price which was entered incorrectly (do not write over, erase, scratch through, or white-out).
 2. Write the correct purchase price in the blank area just below the purchase price area on the food check.
 3. Correct the stub in the same manner.
 4. Deposit the WIC check into your local retail bank. (If corrected properly, it does not require any pre-approval or special attention.)
2. If you or your cashier inadvertently writes over or scratches through a purchase amount, you must take the following steps to correct:
 1. Write the correct amount below the error on the food check and the stub.
 2. Write a note of explanation and attach it to the food check.
 3. Keep the stub and send the food check and the dated register receipt for pre-approval to:
S.C. Department of Health and Environmental Control, WIC Vendor Support Unit, Box 101106, Columbia, S.C. 29211.

REJECTED FOOD INSTRUMENTS

Even if you try to be careful, you will eventually have one or more rejected for errors. When this happens, you should take the following steps:

A. Serial Number Missing or Illegible

7.

1. If WIC checks are rejected for serial number missing or illegible, the following information is needed to be considered for approval:
 - a. WIC check and stub.

B. Purchase Date Missing or After Void Date

1. If a WIC check is rejected for purchase date missing or void after date, the following information is needed to be considered for approval:
 - a. Purchase date must be entered;
 - b. Dated register receipt verifying date must be attached.

NOTE: WIC checks taken outside the valid period (not valid before or void after) cannot be approved for payment. However, if the above documentation shows the date the food check was written is in error but the food check was actually accepted within the valid period, it can be considered for payment. Also, a cash register imprint on the food check which shows the date of purchase can be used for verification in lieu of a register receipt.

C. Submitted for payment too Late

1. If WIC checks are rejected for being deposited for payment too late (stale dated), the following information is needed to be considered for approval:
 - a. Explanation for delay in submission is to accompany the WIC check for approval.
2. Corrective Measures
 - a. Deposit WIC checks on a daily basis if possible;
 - b. Have one person in charge of WIC. This may help cut down on misplacing them, but have another employee trained in case of vacation time, illness or death;
 - c. Inform cashiers not to take food checks without project stamp and to be sure they obtain patient's signature.

NOTE: You should mail all rejected food checks you wish to be considered for payment to the WIC Vendor Unit.

D. Purchase Amount Exceeds Maximum Allowable

1. If food checks are rejected for purchase amount exceeding maximum allowable, the following information is needed to be considered for approval:
 - a. Purchase price must be verified by receipts or cash register imprints;
 - b. Explanation must be presented explaining zero or over maximum amount on a separate sheet of paper.

E. Food Checks Not Signed by Patient

8.

1. If food checks are rejected for not being signed by patient, the following information is needed to be considered for approval:
 - a. Call local health department so that they may contact participant;
 - b. Be sure to document (on a separate sheet of paper) each time the health department is contacted;
 - c. Signature on food check;
 - d. Once you receive the signature, mail check to WIC Vendor Support Unit.

F. Official Vendor Stamp Missing

1. If food checks are rejected for official vendor stamp missing, the following information is needed to consider approval:
 - a. Appropriate stamp applied.
2. Corrective Measures
 - a. Make sure stores are using authorized WIC Stamp;
 - b. Check food check before depositing into your retail bank.

G. Project Stamp Missing

1. If food checks are rejected for Project Stamp missing, the following information is needed to consider for approval:
 - a. Correct stamp must be applied by local health department.
2. Corrective Measures:
 - a. Do not accept WIC checks without a Project Stamp.

H. Food Checks Have Been Altered

- A. If food checks are rejected for having been altered, the following information is needed to consider for approval:
 - A. An explanation should accompany the WIC check stating reason for altered purchase amount or altered date;
 - B. Dated register receipt or cash register imprint verifying the entered purchase amount is correct.

I. No Valid Contract At Time of Purchase

1. If food checks are rejected because of no valid contract at the time of the purchase, the following information is needed to consider for approval:

- a. Agreement needs to be renewed;
- b. If a vendor accepts WIC food checks after he has submitted a program application but before the initial store visit has been completed, or accepts food checks after an established disqualification date, approval for payment cannot be made.

All rejected food checks and needed information should be mailed (within 15 days) to: **S.C. Department of Health and Environmental Control, WIC Vendor Support Unit, Box 101106, Columbia, SC 29211.**

THE VENDOR PRICE LIST

The attached Exhibit V is an example of the WIC Vendor Price List. The prices are used for comparison among the same types of stores and prices must be accurate. You will receive one of these quarterly. (Revisions occur with food changes and it may be different). **IT IS VERY IMPORTANT THAT YOU COMPLETE AND RETURN THIS FORM AS REQUESTED.** The following items are helpful to remember:

1. Enter only the prices for the foods listed. If you do not carry a certain item, leave the space blank. (Check minimum stocking requirements in your agreement and be sure that prices are listed for all required items.)
2. Enter prices only for sizes indicated. For example, if the price list calls for the price of a certain cheese in eight and sixteen ounce sizes, do not enter the price for a six ounce or twelve ounce size leave the space blank if you do not carry this item.
3. Be sure to stamp the form with your **WIC APPROVED STAMP**. If it is not stamped, it will appear that your store has not submitted a vendor price list.
4. Complete the form on the date printed on the form and return it as requested to the WIC Vendor Support Unit.

EXHIBIT V - VENDOR PRICE LIST (on page 10)

EXHIBIT V - WIC VENDOR PRICE LIST

D H E C DEPARTMENT OF HEALTH & ENVIRONMENT		WIC Vendor Price List					
Sample Copy NOT TO BE USED							
INFANT FORMULA							
	12 oz. Concentrate	32 oz. Ready to Feed	12 oz./12.9 oz				
NESTLE GOOD START SUPREME	_____	_____	_____				
NESTLE GOOD START SUPREME DELA & ARA	_____	_____	_____				
NESTLE GOOD START SUPREME SOY DELA & ARA	_____	_____	_____				
INFANT CEREAL							
(No fruit, most popular)	8 oz. _____	16 oz. _____					
MILK							
(Most popular)	Whole	Reduced Fat	Fat Free				
HALF GALLON	_____	_____	_____				
GALLON	_____	_____	_____				
CHEESE							
(Block or sliced, most popular)	8 oz.	16 oz.	8 oz.	16 oz.	8 oz.	16 oz.	
COLBY	_____	_____	MUNSTER	_____	_____	AMERICAN (sliced)	_____
MONTEREY JACK	_____	_____	MOZZARELLA	_____	_____	CHEDDAR	_____
SWISS	_____	_____	PROVOLONE	_____	_____		_____
CEREAL							
(Add number of ounces where blanks are provided)							
CHEERIOS (plate)	_____	CORN CHEX	_____	KING VITAMIN	_____		
COMPLETE WHEAT	_____	KELLOGG'S CORN	_____	KIX (plate)	_____		
BRAN FLAKES	_____	FLAKES	_____	RICE CHEX	_____		
TOTAL CORN	_____	HONEY HUNCHES	_____	SPECIAL K	_____		
FLAKES	_____	OF OATS	_____	CRISPEN	_____		
FROSTED MINI	_____	(Honey Roasted Only)	_____	STRAWBERRY MINI	_____		
WHEATS	_____	KARNOUM	_____	WHEATS	_____		
(original or late size)							
JUICE							
(46 oz. Containers, 11.5 and 12 oz Frozen and Shelf Stable, most popular)							
	46 oz.	11.5 - 12 oz. Frozen	11.5 - 12 oz. shelf stable				
ORANGE (Any Brand)	_____	_____	JUICY JUICE				
GRAPEFRUIT (Any Brand)	_____	_____	WILCH'S JUICE				
SENECA APPLE	_____	_____	MAKERS				
JUICY JUICE (Any Variety)	_____	_____					
WILCH'S GRAPE	_____	_____					
WHITE HOUSE APPLE	_____	_____					
OXLE PINEAPPLE	_____	_____					
EGGS							
(No specialty eggs)							
(LARGE WHITE)	_____	PEANUT BUTTER					
(Most popular - (smooth only)							
(16 oz.) _____							
PEAS / BEANS							
Dried (bag only) 1 lb. Size	BLACKEYED _____	PINTO _____	LIMA _____				
Canned	BLACKEYED _____	PINTO _____	LIMA _____				
CARROTS							
(No baby or organic)							
CANNED _____	FRESH	1 lb.	2lb.	FROZEN	1 lb.		
		_____	_____		_____		
TUNA							
(Water or oil packed, most popular)							
WATER _____	OIL _____						
<p>THE PRICES LISTED ON THIS FORM ARE TRUE AND CORRECT AND WERE ENTERED ON (DATE) _____</p> <p>Signature of Vendor: _____</p> <p>IMPORTANT Please complete and mail this form on September 1, 2005 to S.C. DHEG/WIC, BOX 10106, COLUMBIA, SC 29211. THANK YOU.</p> <p>This is an equal opportunity program. If you feel you have been discriminated against because of race, color, national origin, sex, age or handicap, write immediately to the Secretary of Agriculture, USDA, Washington, D.C. 20250</p>							
<div style="border: 1px solid black; width: 200px; height: 80px; margin: 10px auto;"></div> <p>PLACE WIC VENDOR STAMP HERE</p>							

Under Federal WIC Regulations, State WIC programs are required to conduct monitoring of vendors approved for participation. The monitoring includes; routine monitoring, i.e., vendors selected randomly, as well as monitoring of stores which may be in violation of the terms of the WIC Agreement. The purpose of this monitoring is to ensure that all money being paid to vendors is being paid for the authorized foods only and that these foods were exchanged for food checks in accordance with required procedures.

All WIC Vendor responsibilities are administered at the State WIC office. The reason for this is to limit the vendor activities to a small specialized group of staff members in order to ensure objective and consistent application of all rules and regulations. All vendors, no matter where they are located , or how large or small they are, will be reviewed and evaluated equally.

ROUTINE REVIEWS - Each year our office selects a random sample (10%) of the active, approved WIC vendors. A routine monitoring visit is completed to each of these stores.

FOLLOW-UP VISITS - If during the routine visit, problems are found, a follow-up visit may be scheduled. This visit allows us to determine if problems have been corrected and to enable us to work with you and your staff if you need more information/training concerning the program and your responsibilities under the WIC Agreement.

RISK VISITS - Each month a series of reports is generated which lists vendors which exhibit one or more [risk factors]. A risk factor does not prove that a vendor is in violation of any program regulation, but simply indicates that violations may be occurring. Based on these reports, visits are made to determine why the vendor was listed on one or more reports.

The following information explains the process for vendor monitoring. During a visit, (routine visit, follow-up visit or risk visit), a WIC staff member will:

1. Identify himself/herself to the person in charge of the store at the time of the visit.
2. Review stock of WIC foods; quantity, quality and prices.
3. Observe a WIC participant redeeming a food check, if possible, or question a cashier about the procedures followed for accepting food checks.
4. Review redeemed food checks you have in the store.
5. Review most recent health department food protection permit.
6. Enter the monitoring visit information on a Vendor Monitoring Form and ask that you sign the form.
7. If violations are found, as a result of a routine, risk or follow-up monitoring visit, the WIC staff person will:
 - a. Discuss the violations with the person in charge.

- b. Apply the appropriate number of violation points.
 - c. Explain what needs to be done to correct problem areas/violations.
 - d. Explain how long the store has to correct problems.
 - e. Explain what actions will be taken against the store if the needed corrective actions are not taken within the required time period.
8. The WIC staff member will send you a letter following the review restating the information listed in number seven (7) above and a copy of the Vendor Monitoring Form.

COMPLIANCE BUYS - Each year, our office will select a random sample of five (5) percent of all active vendors for routine compliance buys. Also, if there is a strong indication that a store is in violation of program regulations, our office may choose to conduct compliance buys. During these visits, a WIC staff member would visit your store posing as a WIC participant, redeem one or more food check(s), and document what actions your employees took during the transaction.

Following one or more of these visits, you will receive a letter listing our findings. Appropriate violation points, if any, will be applied.

PROGRAM VIOLATIONS

Each violation of program regulation has a set point value and a specific time period during which the points will remain on a vendor's record, much like the point system for driving violations. If a vendor accumulates fifteen (15) or more violation points, the store will be disqualified from the program. The period of disqualification is determined by the nature of the violation(s), the number of violations and past disqualifications. The actual disqualification periods are determined by a computer system using the same formula for every vendor. Therefore, two vendors having the same violation(s) within the same time period would receive exactly the same disqualification period. Disqualification periods range from a minimum of sixty (60) days to permanent.

When your store accumulates fifteen (15) or more violation points, you will receive a disqualification letter giving you a minimum of fifteen (15) days advance notice of the beginning date of your disqualification. With this notice, you will also receive information concerning the procedures for requesting a fair hearing. During the disqualification period, you are not to redeem WIC food checks. Disqualification from the WIC Program may result in disqualification as a retailer in the Food Stamp Program per section 7 CFR 278.1(o) the Food Stamp Program regulations. Such disqualifications may not be subject to administrative or judicial review under the Food Stamp Program.

Following is a list of possible WIC program violations which includes their point values and retention periods:

VIOLATIONS	POINT VALUE	POINTS RETAINED FOR
Failure to properly redeem food checks including but not limited to: not asking for I.D.cards, not completing date and purchase price on food checks prior to obtaining participant's signature.	5.0	1 year
Not marking WIC items with price labels or shelf tags.	5.0	1 year
Allowing substitutions for foods listed on food checks.	5.0	1 year
Failure to submit WIC Vendor Price Survey as requested.	5.0	1 year
Failure (without just cause) to attend vendor training session.	5.0	1 year
Failure to stock required quantity and/or variety of foods as listed in Agreement.	5.0	1 year
Where no specific brand is prescribed, requiring a participant to purchase a specific brand of WIC approved foods when more than one brand is available.	5.0	1 year
Using a WIC stamp other than the one issued by the agency (DHEC).	5.0	1 year
Collecting sales tax on WIC purchases.	5.0	1 year
Providing (sell/give) incentive items to participants.	5.0	1 year
Not providing trading stamps or other "promotional specials" or not accepting cents-off coupons or store discount cards to reduce WIC price.	8.0	18 months
Issuing Rain Checks.	8.0	18 months
Requiring WIC participants to use special check-out lanes. Not showing WIC participants the same courtesies as other customers.	8.0	18 months
Knowingly entering false information on food check (s).	8.0	18 months
Requiring cash purchase to redeem food checks.	8.0	18 months
Contacting WIC participants in an attempt to recoup funds for food checks not paid by the Agency.	8.0	18 months
Intentionally providing false information on the WIC Vendor Application.	15	2 years
Intentionally providing false information on the Vendor Price Survey.	15	2 years
Non-payment of claim for overcharges to WIC Program.	15	2 years
Failure to allow monitoring of store by WIC; failure to provide food checks for review when requested.	15	2 years

Vendors under investigation for violations requiring a pattern of incidences will be issued a warning letter after the initial occurrence of one or more of the following violation(s) prior to the documentation of a subsequent occurrences unless a warning would compromise the investigation. Also, there are violations which do not have a point value but shall result in automatic mandatory disqualification periods. Violations not requiring a pattern are “vendors convicted of trafficking/illegal sales”, “an administrative finding of trafficking/illegal sales,” and “the sale of alcohol or alcoholic beverages or tobacco products”, which only require one incidence to warrant a mandatory sanction.

1. Disqualification from the Food Stamp Program shall result in automatic disqualification from the WIC Program. The disqualification shall be for the same length of time as the Food Stamp disqualification, may begin at a later date than the Food Stamp Program disqualification, and shall not be subject to administrative or judicial review under the WIC Program.
2. A conviction for trafficking (buying or selling food checks for cash) food checks or selling firearms, ammunition, explosives or controlled substances in exchange for food checks shall result in a permanent disqualification.
3. An administrative finding of buying or selling food checks for cash or selling firearms, ammunition, explosives or controlled substances in exchange for food check shall result in a six (6) year disqualification.
4. The sale of alcoholic beverages or tobacco products in exchange for food checks shall result in a three (3) year disqualification.
5. Claiming reimbursement for the sale of an amount of a specific supplemental food item which exceeds the store's documented inventory of that supplemental food item for a specific period of time or failing to supply store records or failing to allow an audit of such records by the State WIC Program shall result in a three (3) year disqualification.
6. Charging participants more for supplemental food than non-WIC customers or charging participants more than the current shelf price shall result in a three (3) year disqualification.
7. Receiving, transacting and/or redeeming food checks outside of authorized channels, including the use of an unauthorized vendor and/or an unauthorized person shall result in a three (3) year disqualification.
8. Charging for supplemental food not received by the participant shall result in a three (3) year disqualification.
9. Providing credit or non-food items, other than alcoholic beverages, tobacco products, cash, firearms, ammunition, explosives or controlled substances in exchange for food checks shall result in a three (3) year disqualification.
10. Providing unauthorized food items in exchange for food checks, including charging for supplemental food provided in excess of those listed on the food check shall result in a one (1) year disqualification.
11. Forging signatures on WIC food checks shall result in an automatic disqualification period of not less than two (2) years.
12. When a vendor, who previously has been assessed a sanction for any of the violations listed in

items one (1) through ten (10), receives another sanction for any of these violations, this Agency shall double the second sanction.

13. When a vendor, who previously has been assessed two or more sanctions for any of the violations listed in items one (1) through ten (10), receives another sanction for any of these violations, this Agency shall double the third sanction and all subsequent sanctions.
14. Failure to return WIC Vendor Stamp to the WIC Program upon notice of disqualification shall result in a 30 day extension of a disqualification period.
15. Failure to meet health department standards for the operation of a food market shall result in a disqualification period, i.e., not having current appropriate health department permit.
16. Failure to submit a WIC Vendor Price List after second request shall result in termination of agreement.
17. Prices being charged for WIC foods increasing to be more than the allowable percentage (as listed in the current WIC Agreement) of the average prices charged for the same type foods by other stores of the same type shall result in termination of agreement.
18. Disqualification from the WIC Program may result in disqualification as a retailer in the Food Stamp Program. Such disqualification may not be subject to administrative or judicial review under the Food Stamp Program.

IN CLOSING

The preceding information has been provided to you in hopes that it will make your participation in the WIC Program as uncomplicated as possible. This information does not include all the items in the **WIC VENDOR AGREEMENT** which you signed. The **VENDOR AGREEMENT** is an important document and you should be sure that you understand everything in it. The following points are important to remember:

1. When you signed the agreement, you stated that you would maintain the required stock of WIC foods. Further, all WIC foods, to include infant formula, are purchased from the list of food wholesalers, distributors, and/or manufacturers provided by the Agency.
2. You agreed to attend WIC training sessions. These sessions are usually held once a year in a location that is convenient to most vendors.
3. The **VENDOR AGREEMENT** states that if your store is disqualified from the Food Stamp Program that you will automatically be disqualified from the WIC Program, and shall not be subject to administrative or judicial review under the WIC Program. If you are disqualified from the WIC Program, you may be disqualified from the Food Stamp Program, and shall not be subject to administrative or judicial review under the WIC Program.
4. If, at any time, any adverse action that affects your participation in the WIC Program, i.e., disqualification, etc., is taken against your store, you have the right to a fair hearing.
5. The WIC Program is an equal opportunity program. If you feel you have been discriminated against on the basis of race, color, national origin, age, sex or handicap, write immediately to the Office of Advocacy and Enterprise, USDA, Washington, D.C. 20250.

If you have any questions concerning this booklet, your vendor agreement or any other part of the WIC Program, please write to:

**WIC-Vendor Support Unit
SC Dept. of Health and Environmental Control
Box 101106
Columbia, SC 29211
or call, toll-free: 1-800-922-4406.**